

UNITED STATES PATENT AND TRADEMARK OFFICE  
**CERTIFICATE OF CORRECTION**

PATENT NO. : 6,985,893 B1  
DATED : January 10, 2006  
INVENTOR(S) : Douglas K. Warner and Michael A. Myer

Page 1 of 1

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Title page,

Insert Item -- [73] Assignee: **RightNow Technologies, Inc.** --.

Column 4,

Line 32, reads "100 maybe any" should read -- 100 may be any --.

Column 6,

Line 1, reads "common 14 publisher" should read -- common publisher --.

Column 8,

Line 57, reads "the 1 mM LOC1" should read -- the ITEM LOC1 --.

Column 9,

Line 31, reads "ITEM R" should read -- ITEM R --.

Signed and Sealed this

Thirteenth Day of June, 2006

A handwritten signature in black ink, appearing to read "Jon W. Dudas". The signature is stylized with a large, looped initial "J" and a distinct "D" at the end.

JON W. DUDAS  
*Director of the United States Patent and Trademark Office*